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B. AMENDMENTS TO THE CLAIMS

In order to better assist the Examiner with the prosecution of the case, the current pending claims have been included in their entirety for which reconsideration is requested.

1. (Currently Amended) A method for publishing call queue characteristics comprising:

monitoring a plurality of characteristics of an on hold system; [and]

· presenting a caller currently waiting on a call within said on hold system with a selectable menu of a plurality of separate available formats and a plurality of separate available output interfaces for selection by said caller for publication of said plurality of characteristics, wherein said plurality of separate available output interfaces comprise at least a calling device used by said caller to place said call, a web site, and a messaging account; and

responsive to a selection by [a] said caller ~~currently waiting within said on hold system~~ of a particular format from ~~a menu of a~~ said plurality of separate available formats and a particular output interface from said plurality of separate available output interfaces ~~for publishing said plurality of characteristics~~, facilitating transfer of [transferring] said plurality of characteristics to said caller at said particular output interface for output in said particular format.

2. (Original) The method for publishing call queue characteristics according to claim 1, wherein monitoring a plurality of characteristics further comprises:

monitoring at least one from among a current activity status of said on hold system, an estimated activity status of said on hold system, a historical average activity status of said on hold system, and a historical average activity status of at least one current caller on hold within said on hold system.

3. (Canceled).

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4. (Currently Amended) The method for publishing call queue characteristics according to claim 1, wherein said selectable menu of said plurality of separate formats ~~particular format~~ for publishing said plurality of characteristics further comprises ~~at least one from among~~ an audio [voice] format, a text format, ~~a video format,~~ and a graphical format.

5. (Currently Amended) The method for publishing call queue characteristics according to claim 1, wherein facilitating transfer of ~~transferring~~ said plurality of characteristics further comprises:

responsive to said selection by said caller of said web site as said particular output interface, prompting said caller via said calling device with a tracking number identifying said call and a particular network address at which said plurality of characteristics are accessible responsive to entry of said tracking number; and

enabling said web site at said particular network address to provide output of said plurality of characteristics in said particular output format responsive to caller access to said particular network address and entry of said tracking number.

~~transferring said plurality of characteristics in said particular format to an interface specified by said particular caller.~~

6. (Previously Presented) The method for publishing call queue characteristics according to claim 1, wherein monitoring a plurality of characteristics further comprises:

monitoring an expected subject matter selection of a plurality of calls currently on hold within said on hold system.

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7. (Currently Amended) The method for publishing call queue characteristics according to claim
1, further comprising:

filtering a preferred selection from among said plurality of characteristics according to
output preferences for said caller; and

only facilitating transfer of said preferred selection from among said plurality of
characteristics to said caller at said particular output interface for output in said particular format.

8. (Currently Amended) A system for publishing call queue characteristics comprising:

an on hold system for managing a plurality of calls waiting on hold;

means for monitoring a plurality of characteristics of said on hold system;

means for presenting a caller currently waiting on a call within said on hold system with
a selectable menu of a plurality of separate available formats and a plurality of separate available
output interfaces for selection by said caller for publication of said plurality of characteristics,
wherein said plurality of separate available output interfaces comprise at least a calling device
used by said caller to place said call, a web site, and a messaging account; and

means, responsive to a selection by [a] said caller currently waiting within said on hold
system of a particular format from a menu of a said plurality of separate available formats and a
particular output interface from said plurality of separate available output interfaces for
publishing said plurality of characteristics, for facilitating transfer of [transferring] said plurality
of characteristics to said caller at said particular output interface for output in said particular
format.

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9. (Original) The system for publishing call queue characteristics according to claim 8, wherein said means for monitoring a plurality of characteristics further comprises:

means for monitoring at least one from among a current activity status of said on hold system, an estimated activity status of said on hold system, a historical average activity status of said on hold system, and a historical average activity status of at least one current caller on hold within said on hold system.

10. (Canceled).

11. (Currently Amended) The system for publishing call queue characteristics according to claim 8, wherein said selectable menu of said plurality of separate formats particular format for publishing said plurality of characteristics further comprises at least one from among an audio [voice] format, a text format, a video format, and a graphical format.

12. (Currently Amended) The system for publishing call queue characteristics according to claim 8, wherein said means for facilitating transfer of transferring said plurality of characteristics further comprises:

means, responsive to said selection by said caller of said web site as said particular output interface, for prompting said caller via said calling device with a tracking number identifying said call and a particular network address at which said plurality of characteristics are accessible responsive to entry of said tracking number; and

means for enabling said web site at said particular network address to provide output of said plurality of characteristics in said particular output format responsive to caller access to said particular network address and entry of said tracking number.

means for transferring said plurality of characteristics in said particular format to an interface specified by said particular caller.

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13. (Previously Presented) The system for publishing call queue characteristics according to claim 8, wherein said means for monitoring a plurality of characteristics further comprises:

means for monitoring an expected subject matter selection of said plurality of calls currently on hold within said on hold system.

14. (Currently Amended) The system for publishing call queue characteristics according to claim 8, further comprising:

means for filtering a preferred selection from among said plurality of characteristics according to output preferences for said particular caller; and

means for only facilitating transfer of said preferred selection from among said plurality of characteristics to said caller at said particular output interface for output in said particular format.

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15. (Currently Amended) A computer program product for publishing call queue characteristics, said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for monitoring a plurality of characteristics of an on hold system;

means, recorded on said recording medium, for presenting a caller currently waiting on a call within said on hold system with a selectable menu of a plurality of separate available formats and a plurality of separate available output interfaces for selection by said caller for publication of said plurality of characteristics, wherein said plurality of separate available output interfaces comprise at least a calling device used by said caller to place said call, a web site, and a messaging account; and

means, recorded on said recording medium, responsive to a selection by said caller of a particular format from said plurality of separate available formats and a particular output interface from said plurality of separate available output interfaces, for enabling transfer of said plurality of characteristics to a particular caller at said particular output interface for output in [a] said particular format specified by said particular caller while waiting within said on hold system from a menu of a plurality of available formats for publishing said plurality of characteristics.

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16. (Currently Amended) The computer program product for publishing call queue characteristics according to claim 15, wherein said means for enabling transfer of said plurality of characteristics further comprises:

means, recorded on said recording medium, for, responsive to said selection by said caller of said web site as said particular output interface, prompting said caller via said calling device with a tracking number identifying said call and a particular network address at which said plurality of characteristics are accessible responsive to entry of said tracking number; and

means, recorded on said recording medium, for enabling said web site at said particular network address to provide output of said plurality of characteristics in said particular output format responsive to caller access to said particular network address and entry of said tracking number.

~~means, recorded on said recording medium, for enabling transfer of said plurality of characteristics in said particular format to an interface specified by said particular caller.~~

17. (Original) The computer program product for publishing call queue characteristics according to claim 15, wherein said means for monitoring a plurality of characteristics further comprises:

means, recorded on said recording medium, for monitoring an expected subject matter selection of said plurality of calls currently on hold within said hold system.

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18. (Currently Amended) The computer program product for publishing call queue characteristics according to claim 15, further comprising:

means, recorded on said recording medium, for filtering a preferred selection from among said plurality of characteristics according to output preferences for said particular caller; and

means, recorded on said recording medium, for only facilitating transfer of said preferred selection from among said plurality of characteristics to said caller at said particular output interface for output in said particular format.

Claims 19-35 (Canceled).

36. (Newly Added) The method for publishing call queue characteristics according to claim 1, wherein facilitating transfer of said plurality of characteristics further comprises:

responsive to said selection by said caller of said messaging account as said particular output interface, prompting said caller via said calling device to enter an identifier for said messaging account; and

responsive to caller entry of a particular identifier for said messaging account, sending a communication including said plurality of characteristics via a network to an account server serving said particular identifier.

37. (Newly Added) The system for publishing call queue characteristics according to claim 8, wherein said means for facilitating transfer of said plurality of characteristics further comprises:

means, responsive to said selection by said caller of said messaging account as said particular output interface, for prompting said caller via said calling device to enter an identifier for said messaging account; and

means, responsive to caller entry of a particular identifier for said messaging account, for sending a communication including said plurality of characteristics via a network to an account server serving said particular identifier.

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38.   (Newly Added) The computer program product for publishing call queue characteristics according to claim 15, further comprising,

means, recorded on said recording medium, for prompting said caller via said calling device to enter an identifier for a messaging account, responsive to said selection by said caller of said messaging account as said particular output interface; and

means, recorded on said recording medium, for sending a communication including said plurality of characteristics via a network to an account server serving a particular identifier, responsive to caller entry of said particular identifier for said messaging account.

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